

a.	Name of Insurer/TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Niva Bupa Health Insurance Company Limited (formerly known as Max Bupa Health Insurance Company Limited)	-	-	-
	Medi Assist Insurance TPA Private Limited	Themis/Claims, UW & Products/945/2022	1-Oct-2022	30-Sep-2025
	Raksha Health Insurance TPA Private Limited	Themis/Claims, UW & Products/944/2022	20-Nov-2022	19-Nov-2025
	Family Health Plan Insurance TPA Limited	HCP_Legal_86_2020	1-Aug-2020	31-Jul-2023
	Vidal Health Insurance TPA Private Limited	Themis/Claims, UW & Products/723/2022	1-Aug-2020	31-Jul-2023
	Paramount Health Services & Insurance TPA Private Limited	HCP_Legal_87_2020	4-Aug-2020	3-Aug-2023
	Health India TPA Services Private Limited	HRM/Legal/39/2010	7-May-2021	6-May-2024
	Safeway Insurance TPA Private Limited	Themis/Claims, UW & Products/151/2021	9-Sep-2021	8-Sep-2024
	Good Health Insurance TPA Limited	HCP_Legal_89_2020	1-Aug-2020	31-Jul-2023
	East West Assist Insurance TPA Private Limited	Themis/Claims, UW & Products/694/2022	10-May-2022	9-May-2025
	Medsave Health Insurance TPA Limited	Themis/Claims, UW & Products/699/2022	22-Jul-2022	21-Jul-2025
	Genins India Insurance TPA Limited	Themis/Claims, UW & Products/770/2022	1-Nov-2022	31-Oct-2025
	Park Mediclaim Insurance TPA Private Limited	Themis/Claims, UW & Products/943/2022	9-Dec-2022	8-Dec-2025
	Ericson Insurance TPA Private Limited	Themis/Claims, UW & Products/859/2022	1-Dec-2022	7-Dec-2025

b(i). Number of policies and lives serviced in respect of which public disclosure is made by the Insurer:

Description	Individual	Group	Government
No of policies serviced	1916519	3518	0
No of lives serviced	4341339	553058	0

b(ii). Number of policies and lives serviced in respect of which public disclosure is made by Medi Assist Insurance TPA Private Limited:

Description	Individual	Group	Government
No of policies serviced	0	56	0
No of lives serviced	0	80047	0

b(iii). Number of policies and lives serviced in respect of which public disclosure is made by Raksha Health Insurance TPA Private Limited:

Description	Individual	Group	Government
No of policies serviced	0	9	0
No of lives serviced	0	6385	0

b(iv). Number of policies and lives serviced in respect of which public disclosure is made by Family Health Plan Insurance TPA Limited:

Description	Individual	Group	Government
No of policies serviced	0	12	0
No of lives serviced	0	182465	0

b(v). Number of policies and lives serviced in respect of which public disclosure is made by Vidal Health Insurance TPA Private Limited:

Description	Individual	Group	Government
No of policies serviced	0	7	0
No of lives serviced	0	68446	0

b(vi). Number of policies and lives serviced in respect of which public disclosure is made by Paramount Health Services & Insurance TPA Private Limited:

Description	Individual	Group	Government
No of policies serviced	0	50	0
No of lives serviced	0	62686	0

b(vii). Number of policies and lives serviced in respect of which public disclosure is made by Health India TPA Services Private Limited:

Description	Individual	Group	Government
No of policies serviced	0	26	0
No of lives serviced	0	100757	0

b(viii). Number of policies and lives serviced in respect of which public disclosure is made by Safeway Insurance TPA Private Limited:

Description	Individual	Group	Government
No of policies serviced	0	1	0
No of lives serviced	0	320	0

b(ix). Number of policies and lives serviced in respect of which public disclosure is made by Good Health Insurance TPA Limited:

Description	Individual	Group	Government
No of policies serviced	0	5	0
No of lives serviced	0	3668	0

b(x). Number of policies and lives serviced in respect of which public disclosure is made by East West Assist Insurance TPA Private Limited:

Description	Individual	Group	Government
No of policies serviced	0	13	0
No of lives serviced	0	17986	0

b(xi). Number of policies and lives serviced in respect of which public disclosure is made by Medsave Health Insurance TPA Limited:

Description	Individual	Group	Government
No of policies serviced	0	1	0
No of lives serviced	0	3015	0

b(xii). Number of policies and lives serviced in respect of which public disclosure is made by Genins India Insurance TPA Limited:

Description	Individual	Group	Government
No of policies serviced	0	2	0
No of lives serviced	0	695	0

b(xiii). Number of policies and lives serviced in respect of which public disclosure is made by Park Mediclaim Insurance TPA Private Limited:

Description	Individual	Group	Government
No of policies serviced	0	1	0
No of lives serviced	0	377	0

b(xiv). Number of policies and lives serviced in respect of which public disclosure is made by Ericson Insurance TPA Private Limited:

Description	Individual	Group	Government
No of policies serviced	0	2	0
No of lives serviced	0	3985	0

c(i). Geographical Area of services rendered in respect of which public disclosure is made by the Insurer:

Sr. No.	Name of State	Name of District	No. of policies serviced *	No. of lives serviced
1	Andhra Pradesh	All Districts	42728	378705
2	Arunachal Pradesh	All Districts	591	2612
3	Assam	All Districts	17959	107424
4	Bihar	All Districts	46703	466330
5	Chhattisgarh	All Districts	20579	166642
6	Goa	All Districts	8008	23816
7	Gujarat	All Districts	123487	678779
8	Haryana	All Districts	125649	714392
9	Himachal Pradesh	All Districts	8377	32526
10	Jharkhand	All Districts	19356	120433
11	Karnataka	All Districts	139360	828563
12	Kerala	All Districts	64529	439374
13	Madhya Pradesh	All Districts	55733	335003
14	Maharashtra	All Districts	279212	1503731
15	Manipur	All Districts	912	7908
16	Meghalaya	All Districts	1074	7026
17	Mizoram	All Districts	685	3651
18	Nagaland	All Districts	449	2072
19	Odisha	All Districts	30001	206077
20	Punjab	All Districts	104659	366499
21	Rajasthan	All Districts	114112	534989
22	Sikkim	All Districts	567	3514
23	Tamil Nadu	All Districts	74425	556144
24	Telangana	All Districts	100886	512051
25	Tripura	All Districts	1991	8101
26	Uttar Pradesh	All Districts	237787	855388
27	Uttarakhand	All Districts	24274	91402
28	West Bengal	All Districts	60773	300190
29	Andaman & Nicobar Is.	All Districts	353	1213
30	Chandigarh	All Districts	10522	31003
31	Dadra & Nagar Haveli	All Districts	849	4434
32	Daman & Diu	All Districts	586	3194
33	Delhi	All Districts	194354	566615
34	Jammu & Kashmir	All Districts	6919	22901
35	Ladakh	All Districts	174	412
36	Lakshadweep	All Districts	57	171
37	Puducherry	All Districts	1357	11112

* All policies active during the financial year are included in this count

c(ii). Geographical Area of services rendered in respect of which public disclosure is made Medi Assist Insurance TPA Private Limited:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	56	80047

c(iii). Geographical Area of services rendered in respect of which public disclosure is made Raksha Health Insurance TPA Private Limited:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	9	6385

c(iv). Geographical Area of services rendered in respect of which public disclosure is made Family Health Plan Insurance TPA Limited:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	12	182465

c(v). Geographical Area of services rendered in respect of which public disclosure is made Vidal Health Insurance TPA Private Limited:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	7	68446

c(vi). Geographical Area of services rendered in respect of which public disclosure is made Paramount Health Services & Insurance TPA Private Limited:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	50	62686

c(vii). Geographical Area of services rendered in respect of which public disclosure is made Health India TPA Services Private Limited:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	26	100757

c(viii). Geographical Area of services rendered in respect of which public disclosure is made Safeway Insurance TPA Private Limited:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	1	320

c(ix). Geographical Area of services rendered in respect of which public disclosure is made Good Health Insurance TPA Limited:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	5	3668

c(x). Geographical Area of services rendered in respect of which public disclosure is made East West Assist Insurance TPA Private Limited:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	13	17986

c(xi). Geographical Area of services rendered in respect of which public disclosure is made Medsave Health Insurance TPA Limited:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	1	3015

c(xii). Geographical Area of services rendered in respect of which public disclosure is made Genins India Insurance TPA Limited:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	2	695

c(xiii). Geographical Area of services rendered in respect of which public disclosure is made Park Mediclaim Insurance TPA Private Limited:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced

1	PAN India	PAN India	1	377
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c(xiv). Geographical Area of services rendered in respect of which public disclosure is made Ericson Insurance TPA Private Limited:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	2	3985

d(i). Data of number of claims processed by the Insurer (Inhouse):

TPA	No. of claims outstanding at the beginning of year 2022-23	No. of claims received during the year 2022-23	No. of claims paid during the year 2022-23	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2022-23
Inhouse (Health&PA)	5699	425573	381953	90%	40432	10%	8887

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(ii). Data of number of claims processed by Medi Assist Insurance TPA Private Limited:

TPA	No. of claims outstanding at the beginning of year 2022-23	No. of claims received during the year 2022-23	No. of claims paid during the year 2022-23	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2022-23
Medi Assist TPA	185	7692	6126	88%	819	12%	932

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(iii). Data of number of claims processed by Raksha Health Insurance TPA Private Limited:

TPA	No. of claims outstanding at the beginning of year 2022-23	No. of claims received during the year 2022-23	No. of claims paid during the year 2022-23	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2022-23
Raksha TPA	8	151	129	96%	5	4%	25

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(iv). Data of number of claims processed by Family Health Plan Insurance TPA Limited:

TPA	No. of claims outstanding at the beginning of year 2022-23	No. of claims received during the year 2022-23	No. of claims paid during the year 2022-23	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2022-23
FHPL TPA	276	6306	5645	91%	549	9%	388

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(v). Data of number of claims processed by Vidal Health Insurance TPA Private Limited:

TPA	No. of claims outstanding at the beginning of year 2022-23	No. of claims received during the year 2022-23	No. of claims paid during the year 2022-23	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2022-23
Vidal TPA	0	2699	2228	93%	171	7%	300

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(vi). Data of number of claims processed by Paramount Health Services & Insurance TPA Private Limited:

TPA	No. of claims outstanding at the beginning of year 2022-23	No. of claims received during the year 2022-23	No. of claims paid during the year 2022-23	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2022-23
Paramount TPA	3	2626	2174	93%	168	7%	287

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(vii). Data of number of claims processed by Health India TPA Services Private Limited:

TPA	No. of claims outstanding at the beginning of year 2022-23	No. of claims received during the year 2022-23	No. of claims paid during the year 2022-23	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2022-23
Health India TPA	4	2427	1697	90%	190	10%	544

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(viii). Data of number of claims processed by Safeway Insurance TPA Private Limited:

TPA	No. of claims outstanding at the beginning of year 2022-23	No. of claims received during the year 2022-23	No. of claims paid during the year 2022-23	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2022-23
Safeway TPA	0	23	19	95%	1	5%	3

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(ix). Data of number of claims processed by Good Health Insurance TPA Limited:

TPA	No. of claims outstanding at the beginning of year 2022-23	No. of claims received during the year 2022-23	No. of claims paid during the year 2022-23	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2022-23
Good Health TPA	0	258	219	90%	24	10%	15

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(x). Data of number of claims processed by East West Assist Insurance TPA Private Limited:

TPA	No. of claims outstanding at the beginning of year 2022-23	No. of claims received during the year 2022-23	No. of claims paid during the year 2022-23	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2022-23
East West TPA	0	645	238	88%	31	12%	376

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(xi). Data of number of claims processed by Medsave Health Insurance TPA Limited:

TPA	No. of claims outstanding at the beginning of year 2022-23	No. of claims received during the year 2022-23	No. of claims paid during the year 2022-23	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2022-23
Medsave TPA	0	79	51	93%	4	7%	24

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(xii). Data of number of claims processed by Genins India Insurance TPA Limited:

TPA	No. of claims outstanding at the beginning of year 2022-23	No. of claims received during the year 2022-23	No. of claims paid during the year 2022-23	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2022-23
Genins TPA	0	20	14	93%	1	7%	5

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(xiii). Data of number of claims processed by Park Mediclaim Insurance TPA Private Limited:

TPA	No. of claims outstanding at the beginning of year 2022-23	No. of claims received during the year 2022-23	No. of claims paid during the year 2022-23	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2022-23
Park Mediclaim TPA	0	27	20	100%	0	0%	7

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(xiv). Data of number of claims processed by Ericson Insurance TPA Private Limited:

TPA	No. of claims outstanding at the beginning of year 2022-23	No. of claims received during the year 2022-23	No. of claims paid during the year 2022-23	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2022-23
Ericson TPA	0	47	39	91%	4	9%	4

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

e (i). Turn Around Time (TAT) for cashless claims by Insurer (in respect of number of claims): Inhouse

TAT INCLUSIVE OF TIME TAKEN BY INSURER FOR APPROVAL OF AUTHORISATIONS

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	93.76%	47.51%	95.38%	54.21%
2	Within 1-2 Hours	4.70%	43.17%	3.61%	39.89%
3	Within 2-6 Hours	1.50%	8.02%	0.96%	5.61%
4	Within 6-12 Hours	0.03%	0.48%	0.04%	0.16%
5	Within 12-24 Hours	0.01%	0.51%	0.00%	0.10%
6	>24 Hours	0.00%	0.31%	0.01%	0.02%
Total		100%	100%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre auth is issued in the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

e(ii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): Medi Assist Insurance TPA Private Limited

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	-	-	82.17%	70.86%
2	Within 1-2 Hours	-	-	14.65%	23.69%
3	Within 2-6 Hours	-	-	2.96%	5.23%
4	Within 6-12 Hours	-	-	0.16%	0.22%
5	Within 12-24 Hours	-	-	0.05%	0.00%
6	>24 Hours	-	-	0.00%	0.00%
Total		0%	0%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre auth is issued in the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

e(iii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): Raksha Health Insurance TPA Private Limited

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	-	-	98.35%	99.09%
2	Within 1-2 Hours	-	-	1.65%	0.91%
3	Within 2-6 Hours	-	-	0.00%	0.00%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
Total		0%	0%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

e(iv). Turn Around Time (TAT) for cashless claims (in respect of number of claims): Family Health Plan Insurance TPA Limited

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	-	-	60.00%	53.00%
2	Within 1-2 Hours	-	-	26.00%	31.00%
3	Within 2-6 Hours	-	-	12.00%	14.00%
4	Within 6-12 Hours	-	-	1.00%	1.00%
5	Within 12-24 Hours	-	-	1.00%	1.00%
6	Above 24 Hours	-	-	0.00%	0.00%
Total		0%	0%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

e(v). Turn Around Time (TAT) for cashless claims (in respect of number of claims): Vidal Health Insurance TPA Private Limited

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	-	-	79.00%	47.00%

2	Within 1-2 Hours	-	-	14.00%	27.00%
3	Within 2-6 Hours	-	-	7.00%	25.00%
4	Within 6-12 Hours	-	-	0.00%	1.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
Total		0%	0%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

e(vi). Turn Around Time (TAT) for cashless claims (in respect of number of claims): Paramount Health Services & Insurance TPA Private Limited

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	-	-	70.66%	39.82%
2	Within 1-2 Hours	-	-	23.21%	49.47%
3	Within 2-6 Hours	-	-	5.76%	9.98%
4	Within 6-12 Hours	-	-	0.07%	0.49%
5	Within 12-24 Hours	-	-	0.30%	0.08%
6	Above 24 Hours	-	-	0.00%	0.16%
Total		0%	0%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

e(vii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): Health India TPA Services Private Limited

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	-	-	37.72%	31.56%
2	Within 1-2 Hours	-	-	42.98%	46.26%
3	Within 2-6 Hours	-	-	19.30%	22.18%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
Total		0%	0%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

e(viii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): Safeway Insurance TPA Private Limited

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	-	-	100.00%	100.00%
2	Within 1-2 Hours	-	-	0.00%	0.00%
3	Within 2-6 Hours	-	-	0.00%	0.00%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
Total		0%	0%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

e(ix). Turn Around Time (TAT) for cashless claims (in respect of number of claims): Good Health Insurance TPA Limited

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	-	-	51.24%	58.33%
2	Within 1-2 Hours	-	-	48.76%	41.67%
3	Within 2-6 Hours	-	-	0.00%	0.00%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
Total		0%	0%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

e(x). Turn Around Time (TAT) for cashless claims (in respect of number of claims): East West Assist Insurance TPA Private Limited

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	-	-	20.67%	94.22%
2	Within 1-2 Hours	-	-	78.72%	5.44%
3	Within 2-6 Hours	-	-	0.61%	0.34%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
Total		0%	0%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

e(xi). Turn Around Time (TAT) for cashless claims (in respect of number of claims): Medsave Health Insurance TPA Limited

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	-	-	22.81%	17.65%
2	Within 1-2 Hours	-	-	19.30%	33.33%
3	Within 2-6 Hours	-	-	43.86%	49.02%
4	Within 6-12 Hours	-	-	7.02%	0.00%
5	Within 12-24 Hours	-	-	5.26%	0.00%
6	Above 24 Hours	-	-	1.75%	0.00%
Total		0%	0%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

e(xii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): Genins India Insurance TPA Limited

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	-	-	75.00%	100.00%
2	Within 1-2 Hours	-	-	25.00%	0.00%
3	Within 2-6 Hours	-	-	0.00%	0.00%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
Total		0%	0%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

e(xiii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): Park Mediclaim Insurance TPA Private Limited

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	-	-	32.00%	64.00%
2	Within 1-2 Hours	-	-	66.00%	36.00%
3	Within 2-6 Hours	-	-	2.00%	0.00%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
Total		0%	0%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

e(xiv). Turn Around Time (TAT) for cashless claims (in respect of number of claims): Ericson Insurance TPA Private Limited

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	-	-	100.00%	100.00%
2	Within 1-2 Hours	-	-	0.00%	0.00%
3	Within 2-6 Hours	-	-	0.00%	0.00%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
Total		0%	0%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f(i). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Insurer (INHOUSE)

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
	Within 1 Month	370763	99.74%	50328	99.33%	0	0%	421091
Between 1-3 Months	957	0.26%	337	0.67%	0	0%	1294	0.31%
Between 3-6 Months	0	0.00%	0	0.00%	0	0%	0	0.00%
More than 6 Months	0	0.00%	0	0.00%	0	0%	0	0.00%
Total	371720	100%	50665	100%	0	0%	422385	100%

*Percentage shall be calculated on total of respective column

f(ii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Medi Assist Insurance TPA Private Limited:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
	Within 1 Month	0	0%	6522	93.91%	0	0%	6522
Between 1-3 Months	0	0%	400	5.76%	0	0%	400	5.76%
Between 3-6 Months	0	0%	23	0.33%	0	0%	23	0.33%
More than 6 Months	0	0%	0	0.00%	0	0%	0	0.00%
Total	0	0%	6945	100%	0	0%	6945	100%

*Percentage shall be calculated on total of respective column

f(iii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Raksha Health Insurance TPA Private Limited :

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
	Within 1 Month	0	0%	129	96.3%	0	0%	129
Between 1-3 Months	0	0%	5	3.7%	0	0%	5	3.7%
Between 3-6 Months	0	0%	0	0.0%	0	0%	0	0.0%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0%	134	100%	0	0%	134	100%

*Percentage shall be calculated on total of respective column

f(iv). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Family Health Plan Insurance TPA Limited :

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
	Within 1 Month	0	0%	5895	95.17%	0	0%	5895
Between 1-3 Months	0	0%	233	3.76%	0	0%	233	3.76%
Between 3-6 Months	0	0%	66	1.07%	0	0%	66	1.07%
More than 6 Months	0	0%	0	0.00%	0	0%	0	0.00%
Total	0	0%	6194	100%	0	0%	6194	100%

*Percentage shall be calculated on total of respective column

f(v). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Vidal Health Insurance TPA Private Limited :

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
	Within 1 Month	0	0%	2031	84.66%	0	0%	2031
Between 1-3 Months	0	0%	348	14.51%	0	0%	348	14.51%
Between 3-6 Months	0	0%	20	0.83%	0	0%	20	0.83%
More than 6 Months	0	0%	0	0.00%	0	0%	0	0.00%
Total	0	0%	2399	100%	0	0%	2399	100%

*Percentage shall be calculated on total of respective column

f(vi). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Paramount Health Services & Insurance TPA Private Limited:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
Within 1 Month	0	0%	1768	75.49%	0	0%	1768	75.49%
Between 1-3 Months	0	0%	548	23.40%	0	0%	548	23.40%
Between 3-6 Months	0	0%	26	1.11%	0	0%	26	1.11%
More than 6 Months	0	0%	0	0.00%	0	0%	0	0.00%
Total	0	0%	2342	100%	0	0%	2342	100%

*Percentage shall be calculated on total of respective column

f(vii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Health India TPA Services Private Limited:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
Within 1 Month	0	0%	1,725	91.41%	0	0%	1725	91.41%
Between 1-3 Months	0	0%	160	8.48%	0	0%	160	8.48%
Between 3-6 Months	0	0%	2	0.11%	0	0%	2	0.11%
More than 6 Months	0	0%	0	0.00%	0	0%	0	0.00%
Total	0	0%	1,887	100%	0	0%	1887	100%

*Percentage shall be calculated on total of respective column

f(viii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Safeway Insurance TPA Private Limited:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
Within 1 Month	0	0%	17	85.00%	0	0%	17	85.00%
Between 1-3 Months	0	0%	2	10.00%	0	0%	2	10.00%
Between 3-6 Months	0	0%	1	5.00%	0	0%	1	5.00%
More than 6 Months	0	0%	0	0.00%	0	0%	0	0.00%
Total	0	0%	20	100%	0	0%	20	100%

*Percentage shall be calculated on total of respective column

f(ix). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Good Health Insurance TPA Limited:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
Within 1 Month	0	0%	232	100.00%	0	0%	232	100.00%
Between 1-3 Months	0	0%	10	0.00%	0	0%	10	0.00%
Between 3-6 Months	0	0%	1	0.00%	0	0%	1	0.00%
More than 6 Months	0	0%	0	0.00%	0	0%	0	0.00%
Total	0	0%	243	100%	0	0%	243	100%

*Percentage shall be calculated on total of respective column

f(x). Turn Around Time (TAT) in respect of payment/ repudiation of claims by East West Assist Insurance TPA Private Limited:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
Within 1 Month	0	0%	214	28.40%	0	0%	214	28.40%
Between 1-3 Months	0	0%	54	71.60%	0	0%	54	71.60%
Between 3-6 Months	0	0%	1	0.00%	0	0%	1	0.00%
More than 6 Months	0	0%	0	0.00%	0	0%	0	0.00%
Total	0	0%	269	100%	0	0%	269	100%

*Percentage shall be calculated on total of respective column

f(xi). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Medsave Health Insurance TPA Limited:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
Within 1 Month	0	0%	42	76.36%	0	0%	42	76.36%
Between 1-3 Months	0	0%	13	23.64%	0	0%	13	23.64%
Between 3-6 Months	0	0%	0	0.00%	0	0%	0	0.00%
More than 6 Months	0	0%	0	0.00%	0	0%	0	0.00%
Total	0	0%	55	100%	0	0%	55	100%

*Percentage shall be calculated on total of respective column

f(xii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Genis India Insurance TPA Limited:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
Within 1 Month	0	0%	13	100.00%	0	0%	13	100.00%
Between 1-3 Months	0	0%	2	0.00%	0	0%	2	0.00%
Between 3-6 Months	0	0%	0	0.00%	0	0%	0	0.00%
More than 6 Months	0	0%	0	0.00%	0	0%	0	0.00%
Total	0	0%	15	100%	0	0%	15	100%

*Percentage shall be calculated on total of respective column

f(xiii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Park Mediclaim Insurance TPA Private Limited:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
Within 1 Month	0	0%	10	50.00%	0	0%	10	50.00%
Between 1-3 Months	0	0%	10	50.00%	0	0%	10	50.00%
Between 3-6 Months	0	0%	0	0.00%	0	0%	0	0.00%
More than 6 Months	0	0%	0	0.00%	0	0%	0	0.00%
Total	0	0%	20	100%	0	0%	20	100%

*Percentage shall be calculated on total of respective column

f(xiv). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Ericson Insurance TPA Private Limited:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
Within 1 Month	0	0%	43	100.00%	0	0%	43	100.00%
Between 1-3 Months	0	0%	0	0.00%	0	0%	0	0.00%
Between 3-6 Months	0	0%	0	0.00%	0	0%	0	0.00%
More than 6 Months	0	0%	0	0.00%	0	0%	0	0.00%
Total	0	0%	43	100%	0	0%	43	100%

*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances (by Medi Assist TPA)	No. of Grievances (by Raksha TPA)	No. of Grievances (by FHPL TPA)	No. of Grievances (by Vidal TPA)	No. of Grievances (by Paramount TPA)	No. of Grievances (by Health India TPA)	No. of Grievances (by Safeway TPA)
1	Grievances outstanding at the beginning of year	0	0	0	0	0	0	0
2	Grievances received during the year	0	0	0	0	0	0	0
3	Grievances resolved during the year	0	0	0	0	0	0	0
4	Grievances outstanding at the end of the year	0	0	0	0	0	0	0

Note: The above count is the total of all grievances received by the insurer during 2022-23

Sr. No.	Description	No. of Grievances (by Good Health TPA)	No. of Grievances (by Ericson TPA)	No. of Grievances (by East West TPA)	No. of Grievances (by Genins TPA)	No. of Grievances (by Park Mediclaim TPA)	No. of Grievances (by Medsave TPA)	
1	Grievances outstanding at the beginning of year	0	0	0	0	0	0	
2	Grievances received during the year	0	0	0	0	0	0	
3	Grievances resolved during the year	0	0	0	0	0	0	
4	Grievances outstanding at the end of the year	0	0	0	0	0	0	

Note: The above count is the total of all grievances received by the insurer during 2022-23

Place: Gurgaon

Signature of CEO/Whole Time Director

Date: 20th June 2023

Name of the Insurer: Niva Bupa Health Insurance Company Limited